



REPLY TO
ATTENTION OF:
Commander

DEPARTMENT OF THE ARMY
HEADQUARTERS, PATTERSON ARMY HEALTH CLINIC
FORT MONMOUTH, NEW JERSEY 07703-5000

11 March 2011

To our valued TRICARE Plus Beneficiary,

My staff and I would like to express our appreciation for the privilege of providing medical care to you and/or your family. It has been an honor taking care of your medical needs over the past 53 years.

As you are aware, our clinic is part of the congressionally mandated Base Realignment and Closure (BRAC) plan and is required to close in 2011. Even with this pending closure, we have made an effort to provide services at the same quality and level you have always known. Unfortunately, staff turnover due to deployments, relocation and seeking other employment, has forced us to re-evaluate the services we can offer to our beneficiaries. After an evaluation of our current staffing, capacity and our ability to replace departing providers, we have decided that we can no longer effectively and safely manage our TRICARE Plus Program. As a result, effective 15 April 2011, we will close the TRICARE Plus Program. This means that you can no longer see a Primary Care Provider here at Patterson. However, you can continue to use the Pharmacy, Laboratory, Radiology and Optometry services. Closing the program now allows us an opportunity help you and your family make a smooth transition to another Primary Care Manager (PCM).

We realize that transitioning is sometimes difficult. However, we believe the steps below will help ease this transition. It is imperative that you take these steps now:

- **Find a new Primary Care Manager.** Transitioning now will allow communication between your current Primary Care Manager and your new provider.
- **Obtain a copy of your medical records.** Your next Primary Care Manager will use your medical records to see your medical history. These records will also show the healthcare concerns from your current Primary Care Manager.
- **Update your Defense Enrollment Eligibility Reporting System (DEERS) information.** DEERS is used to verify eligibility, enrollment, catastrophic cap and deductible totals, as well as serve as a central repository for other forms of health insurance. Keeping this updated helps ensure your coverage under TRICARE.
- **Pickup your mammogram files.** If you had mammograms taken at Patterson, go to the Radiology Clinic and sign them out. The next facility that performs your mammogram will need these films.

More information on completing these steps is on the second page of this letter.

Again, starting your transition now will make this process easier. You may speak with our representatives in the TRICARE Service Center for assistance. They are open Monday through Friday from 0730-1630. If you have further questions, contact Patterson's Patient Representative, Michele Steinert at 732-532-1328 or via e-mail at Michele.Steinert@us.army.mil.

Sincerely,

ERIC W. OLINS, D.O.
Colonel, Medical Corps
Commander

Finding a new Primary Care Manager

If you are a TRICARE For Life (TFL) beneficiary, you may see any provider in the community who accepts Medicare. To find a provider, you can either call their office and ask or go to the Medicare website www.medicare.gov to locate participating providers in your area. The Patterson TRICARE Service Center (TSC) also maintains a small list of local TRICARE providers who also accept Medicare. The TSC is located on the first floor of Patterson Army Health Clinic.

If you are a TRICARE Standard beneficiary, you must decide if you wish to remain a TRICARE Standard patient or enroll in TRICARE Prime. If you choose to remain a TRICARE Standard patient, you may see any TRICARE authorized provider and pay your deductibles and cost share. To find an authorized provider in your area, visit the Health Net Federal Services TRICARE website at www.hnfs.net/common/home or call the TRICARE Beneficiary line at 1-877-874-2273.

If you wish to enroll into TRICARE Prime, the Patterson TRICARE Service Center will help you select a new PCM based on your needs. Once selected, this physician will assume responsibility for managing your care. The Patterson TSC Staff are located on the first floor of Patterson Army Health Clinic. You may also find participating TRICARE Prime providers in your area by going to the Health Net Federal Services TRICARE website at www.hnfs.net/common/home or call the TRICARE Beneficiary line at 1-877-874-2273.

Obtaining a copy of your medical records.

Requests for copies of medical records are submitted to the Patterson Medical Records Section (1st floor, across from the Pharmacy). TRICARE Plus members will have priority for medical record copying. Requests for copies of medical records may take 2-3 weeks to complete.

Updating your Defense Enrollment Eligibility Reporting System (DEERS) information

Visit your local uniformed services personnel office or contact the Defense Manpower Data Center Support Office at 1-800-538-9552. You can fax address changes to DEERS at 1-831-655-8317 or mail address changes to: Defense Manpower Data Center Support Office, ATTN: COA, 400 Gigling Road, Seaside, CA 93955-6771. You can also go online to TRICARE to update your information at: <http://www.tricare.osd.mil/deers/>.

Picking up mammogram files

Pick up your mammograms at the Radiology Clinic. If you are unsure whether or not you have films on file, call the Radiology Clinic at 732-532-3195 and they will check the files for you.

